



Health Services

LOS ANGELES COUNTY

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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners



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February 26, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM:  Mitchell H. Katz, M.D.
Director

SUBJECT: **REQUEST FOR AN INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT WORK ORDER FOR THE
DEPARTMENT OF HEALTH SERVICES
RADIOLOGY PICTURE ARCHIVING AND
COMMUNICATION SYSTEM**

This is to advise the Board of my intent to request an ITSSMA Work Order (Work Order) for two fulltime Administrators for the Department of Health Services (DHS), Radiology Picture Archiving and Communications System (PACS), for a 24 month Period of Performance and a Total Maximum Amount of \$600,000. One Administrator will be allocated to the LAC+USC Healthcare Network (LAC+USC MC) and shared with Rancho Los Amigos National Rehabilitation Center (RLANRC) and the second will be allocated to High Desert Multi-Service Ambulatory Care Center (HD MACC) and shared with Olive View/UCLA Medical Center (OV/UCLA). These two Administrators will be used to backfill County PACS staff that have been assigned to the Online Real-Time Centralized Health Information Database (ORCHID), which is the Electronic Health Record (EHR) for DHS. There was a previous Work Order No. 04-2341 for two PACS Administrators with a Period of Performance of June 29, 2011 through March 31, 2013 and had a Total Maximum Amount of \$667,243. The Total Maximum Amount for the previous Work Order and this new Work Order is \$1,267,243.

In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that exceed \$300,000.

BACKGROUND

DHS is the second largest health care system in the nation serving nearly 10 million residents. Radiology PACS archives radiology images electronically and is the DHS standard for Radiology. DHS does not

currently have fulltime resources at the two facilities to perform Administrator duties and responsibilities because ORCHID related work now comprises 75% of their time. However, DHS must continue to provide fulltime duties and responsibilities as PACS Administrators during the time that existing County staff is allocated to ORCHID. The PACS Administrators must be certified in the Fuji Synapse application as well.

The Radiology PACS currently in place acquires, routes, displays, and archives radiology images electronically and is interfaced with several radiology modalities such as CT, MRI, along with being interfaced with speech recognition solution and the existing Healthcare Information System (HIS) while providing the flexibility of migrating from the existing HIS to ORCHID.

SCOPE OF WORK

The DHS Radiology Manager at each facility has assigned, to each Radiology PACS Administrator, the following duties and responsibilities, which are currently within the scope of this Work Order and as a certified PACS Administrator:

- acts as a Radiology IT Liaison;
- provides network management;
- makes system configuration changes and modifications;
- provides modality/PACS support;
- monitors and corrects PACS interfaces;
- trouble shoots and problem solves;
- monitors quality assurance;
- ensures PACS data integrity and disaster recovery;
- provides quality control and performance monitoring;
- ensures that the system and users meet HIPAA regulations; and
- develops technical documentation and management reporting.

JUSTIFICATION

DHS is faced with existing Radiology PACS Administrators currently dedicating 75% of their fulltime duties and responsibilities to ORCHID. This has created a lack of sufficient certified technical resources to provide Radiology PACS support to adequately manage the Radiology PACS. DHS recognizes the need to reduce the long-term dependence on ITSSMA contractors. This temporary resource will terminate within 24 months when existing Radiology PACS staff will return to their fulltime duties and responsibilities as fulltime Radiology PACS Administrators.

FINANCIAL IMPACT

The hourly rate of the Administrators will be determined and pricing will be on a Time and Materials basis. The current maximum obligation is estimated at \$600,000 for 24 months.

The funds for this Work Order are currently in DHS', Electronic Health Record Information System, Fiscal Year 2013-14 Adopted Budget.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing the Board of our intent to proceed with this Work Order. If no objection is received from your Board within ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with this Work Order.

If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

2-27-14
Date